

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,260,597 B1
APPLICATION NO. : 09/705478
DATED : August 21, 2007
INVENTOR(S) : Klaus Hofrichter et al.

Page 1 of 4

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

TITLE PAGE

Delete title page showing an illustrative figure and substitute the attached title page therefor.

IN THE DRAWINGS

Delete figure 1 and substitute the attached figure 1.

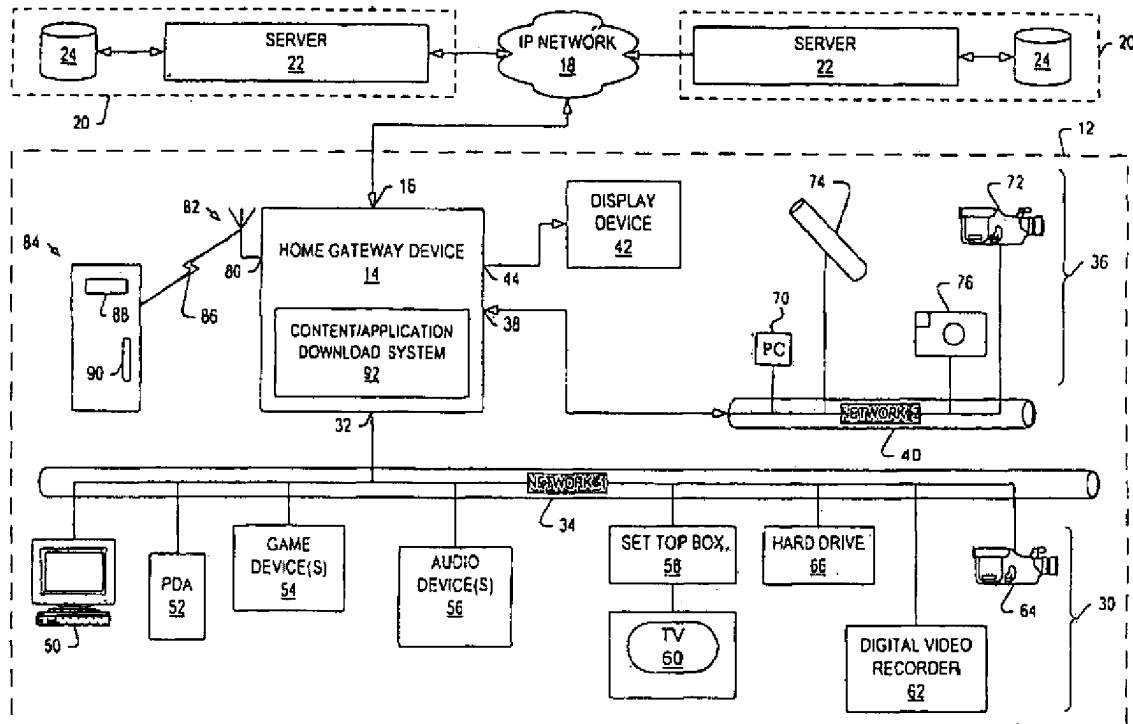


FIG. 1

Delete figure 3 and substitute figure 3 below therefor.

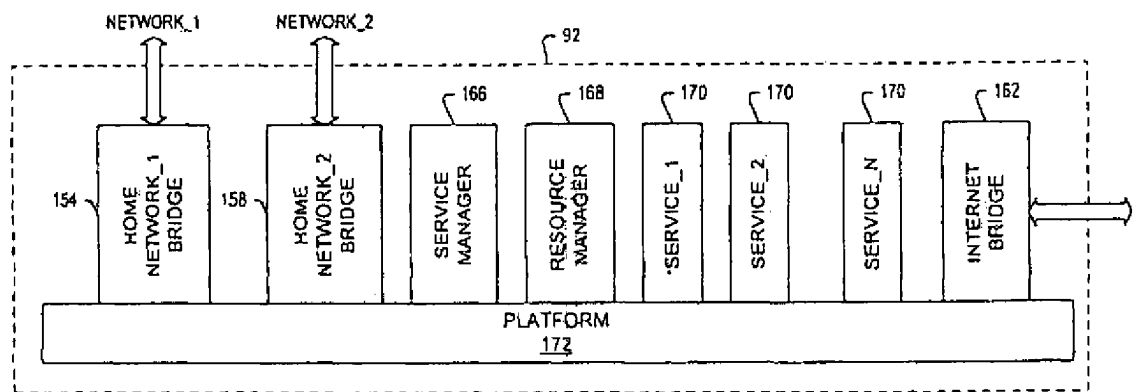


FIG. 3

Delete figure 10 and substitute figure 10 below therefor.

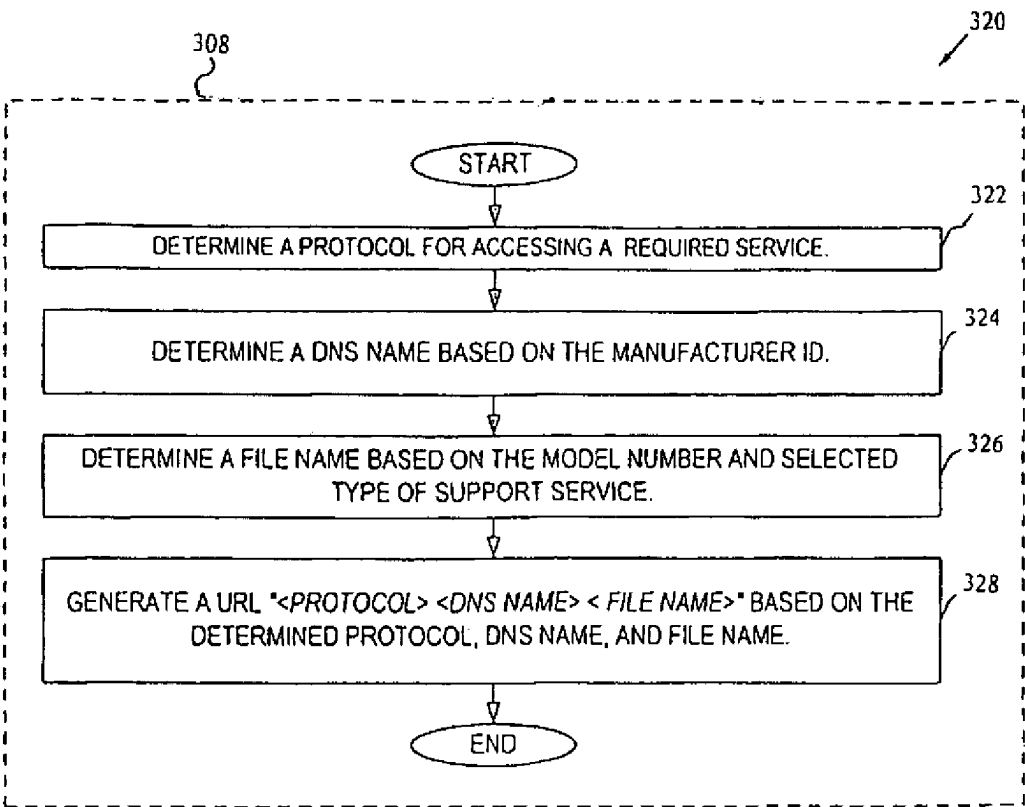


FIG. 10

Delete figure 11 and substitute figure 11 below therefor.

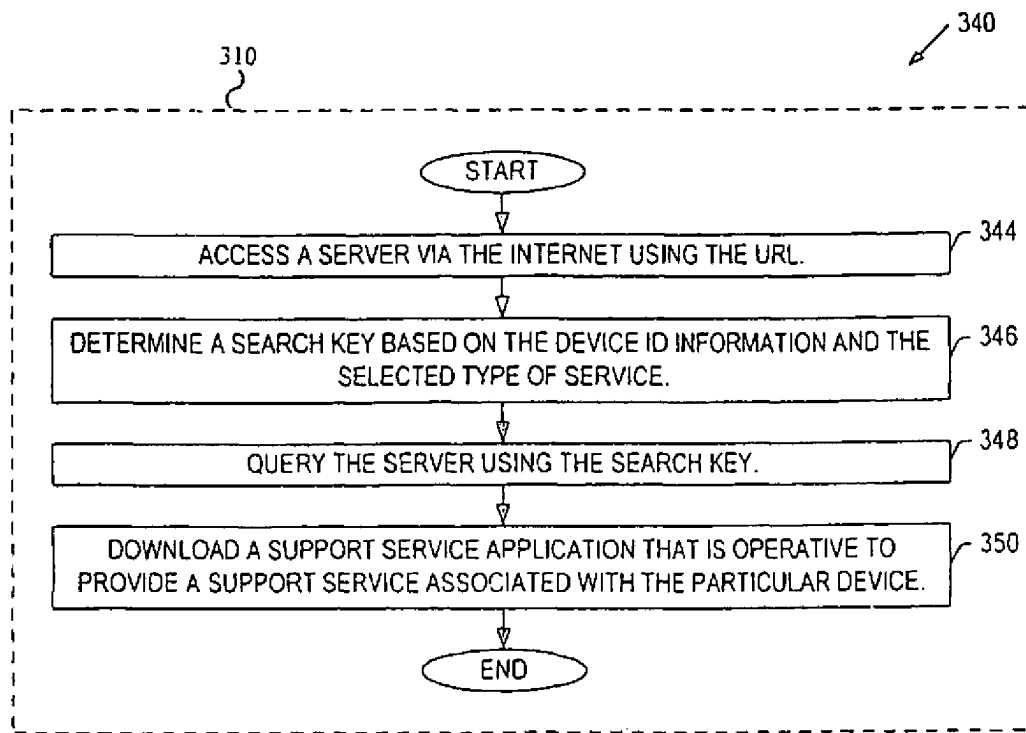


FIG. 11

Signed and Sealed this

Ninth Day of February, 2010

David J. Kappos

David J. Kappos
Director of the United States Patent and Trademark Office

(12) **United States Patent**
Hofrichter et al.

(10) **Patent No.:** **US 7,260,597 B1**
(45) **Date of Patent:** **Aug. 21, 2007**

(54) **REMOTE MANUAL, MAINTENANCE, AND
DIAGNOSTIC SERVICES FOR NETWORKED
ELECTRONIC DEVICES**

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(*) **Notice:** Subject to any disclaimer, the term of this
patent is extended or adjusted under 35
U.S.C. 154(b) by 665 days.

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G06F 11/00 (2006.01)
G06F 17/30 (2006.01)

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707/101; 707/102; 714/46; 714/48**

(58) **Field of Classification Search** **709/220,
709/223, 224, 221, 222, 200, 208, 228; 345/705,
345/714; 707/2, 102, 10, 229; 705/27, 29,
705/34, 400; 715/843, 513; 702/184; 700/9;
714/46, 31; 725/80, 82; 340/657, 292**
See application file for complete search history.

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(57) **ABSTRACT**

A process is provided for identifying and managing support service applications associated with consumer electronic devices. The process is executed by a gateway device communicatively coupled with each of the electronic devices via a home network, the gateway device being operative to access the Internet and being communicatively coupled with a display unit. The process includes the steps of: determining device ID information associated with a selected one of the electronic devices for which a support service application is required; providing the device ID information to a selected server computing system via the Internet; downloading a support service application associated with the selected device from the selected server computing system; and executing the downloaded support service application at the gateway device to provide a remote interactive support service process for the selected device. The support service may include a remote interactive manual service providing educational instructions to a user of the home network system regarding operation of a selected device, a remote interactive maintenance/diagnostic service for instructing a home network system user in solving maintenance problems associated with a selected device, or a combination remote interactive manual/maintenance/diagnostic service.

54 Claims, 8 Drawing Sheets

